

**DEPARTMENT OF HUMAN RESOURCES**  
**CLD September Virtual Course Series****Tuesday, September 7****Building High Performance Teams (Course Number: 920W)**

This is an MSS core management, learning course.

This course examines the manager's role in establishing and maintaining effective, productive teams. The course will provide valuable information about building teams from drafting the initial team charter to making teamwork part of the corporate culture. The course will also provide valuable information about leading a team to include topics ranging from developing leadership and effective communication skills to dealing with team conflict, making decisions, and recognizing performance.

**Wednesday, September 8****Language Access (Course Number: 606W)**

During this two-hour course participants will receive information and resources in the area of communication and how to work with limited-English and non-English proficient populations of the District, an overview of the local statutes that mandate language access and details regarding what compliance requires within agencies and funded entities. As part of this course, personnel will also receive specific instructions and guidelines for customer service and how to use language line services.

**Sexual Harassment Prevention Training for MSS Employees (Course Number: 507AW)**

Open to MSS employees, this session will focus on the Sexual Harassment Prevention Training information as mandated by the Mayoral Order. The training will allow participants to discuss the forms of sexual harassment, related laws, and relevant case studies.

## **Thursday, September 9**

### **Leaning In: Strategies to Motivate Teams (Course Number: 915W)**

Designed for MSS and Lead Employees, this session focuses on best practice strategies for building inspiration and increasing motivation/engagement among teams. A host of creative and functional team building exercises will be shared as part of the course.

### **Implementing Strategic Progressive Discipline Practices Virtually for MSS (Course Number: 916W)**

Open to MSS Employees, this course will focus on operationalizing progressive discipline practices for virtual teams/remote employees. The course will also feature core content found within the Progressive Discipline course while also incorporating the strategies for ensuring compliance within this area working virtually and supporting virtual/blended team environments.

## **Friday, September 10**

### **Managing Up for Virtual Team Success (Course Number: 412W)**

Open to all employees, this session is focused on understanding the expectations of managers and necessary support systems needed to provide operational and functional support to our direct reports. In an effort to inspire individuals and teams while working in both virtual/non-virtual environments, this course will provide insightful tips for using a proactive approach to understanding your manager's priorities and critical needs.

### **Train-the-Trainer/ISD (Course Number: 404W)**

This Course will provide an overview of the most critical skills for instructional designers, trainers, and/or facilitators. From identifying various learning approaches to designing a curriculum, participants will learn strategies around building effective presentations, presentation skills, and audience engagement within the virtual/in-person classroom.

### **Coaching Sessions for MSS and Lead Employees (10 am Session: Course Number: 525W)**

The Coaching Sessions provide an hour-long engagement opportunity for managers to receive critical engagement around areas of potential growth while also supporting peers through the learning and sharing process.

## **Monday, September 13**

### **The New Boss: MSS & Leads (Course Number: 401W)**

The New Boss: Strategies for Successfully Transitioning from Peer to Leader (MSS/Leads)

This Course will provide successful strategies on how to navigate the new role of leader, supervisor, or manager. As we discuss the transition between peer to boss, participants will be guided through a series of tips designed to promote confidence, courage, and compassion while leading.

### **Reasonable Suspicion Training (Course Number: 909W)**

This course provides an overview of the District's Drug Free Workplace Program, to include drug and alcohol education, the DCHR Drug and Alcohol Policy, and instruction in making reasonable suspicion determinations. The course will outline what supervisors need to know and what to look for and what to do if someone seems to be under the influence. This training is mandatory pursuant to the provision outlined in Chapter 4: Suitability.

## **Tuesday, September 14**

### **Quality Customer Care (Course Number: 302W)**

High-quality customer service is critical for every organization. This course provides the framework for outstanding customer service techniques and best practices. Employees will learn different methodologies and acquire tools and tips to ensure that customers are impressed with the efficiency and timeliness of the service they receive and the level of professionalism with which District government employees provides service. Employees will learn about attitudes and perceptions and will take a realistic look at the day-to-day workplace.

## **September 14 and September 15 (9:00am-1:00pm on both days)**

### **Writing for Essential Communications (Course Number: 304W)**

This course is a two-day course designed to apply the techniques learned in previous writing classes. Participants will learn the rules and tools for getting written words across with impact and style. In this class, participants will learn how to make more visually appealing documents and prevent typical business writing errors. In addition, participants will develop skills to communicate more clearly in one-on-one or group interactions by understanding their communication style and how to use their professional voice.

### **Designing and Delivering Change Management Strategies (Course Number: 911W)**

Open to all employees, this session will feature the various stages within the change management process and how to best perform and communicate effectively throughout the entire process.

### **Mindfulness: Managing Stress MSS (Course Number: 918W)**

This course will encourage and challenge Leaders to create time, space, and a routine for self-care as a primary means of generating capacity for leadership in all the roles they occupy. You can't pour from an empty cup; this training is both a refill and respite. We'll create community so that we can, in turn, support trajectory.

### **Percipio: Navigate to Success (Course Number: PS101)**

Open to all employees, this session is designed to provide user navigation support with the District's new eLearning Platform, Percipio. With over 500+curated learning channels, users will learn how to easily navigate the intuitive platform focused on driving an engaged and meaningful learning experience.

### **Wednesday, September 15**

#### **Contracting & Procurement 101 Course (Course Number: CU400)** **This is a City University training course.**

This course is an overview of the procurement process, covering the basic phases of purchasing in the District. Within this course, we will examine laws, regulations, and ethics pertaining to District procurement authority

### **Thursday, September 16**

#### **MBTI Understanding Your Personality Type (Course Number: 403W)**

This course will provide a fundamental understanding of the various preferences displayed through the Myers-Briggs Type Personality Instrument. Come and learn more about the various personality types and various tools that introduce the assessment.

### **Leading Performance Management for Virtual Teams (Course Number: 913W)**

Designed for MSS employees and Leads, this course will provide an overview of performance management best practices for supporting virtual teams. The session will feature key content on the performance management planning process, mid-year and annual reviews, and strategic goal planning for developmental purposes.

### **Staying Connected: Ten Tips and Techniques to Communicate Virtually (Course Number: 914W)**

Open to all employees, this course will feature ten best practice strategies for building strong and successful virtual/blended communication and engagement within any organization. Current collaboration and technology tools will also be discussed allowing attendees to have an opportunity to share those current forms of communication that have helped increase engagement and maintain teamwork.

### **Friday, September 17**

#### **Grants Management RFA Pub/Dev. (Course Number: CU601)** **This is a City University training course.**

This course will demonstrate the necessary steps to developing and publishing a Request for Applications is a course for all grant professionals working in the District of Columbia. The course will also offer guidance and instructions for how to write a Request for Applications and publishing process for this document in the District of Columbia.

### **Tuesday, September 21**

#### **Giving and Receiving Feedback (Course Number: 520W)**

Open to all employees, this session is designed to discuss the importance of feedback and the value of communication exchanges between managers and employees.

#### **Agency-Level Admin ELM Training (Course Number: 650W)**

This course will introduce the Enterprise Learning Management (ELM) system and the permissions and functions associated with the assigned role of Agency-Level (ALA) Administrator for your agency.

### **Emotional Intelligence Concept (Course Number: 917W)**

Designed for all employees, this course will not only help participants examine the components of their workplace that impact the culture, but also strive to deconstruct them as a means of improving the culture. Bias is a general term that may be defined as prejudice, partiality, partisanship, favoritism, unfairness, etc. The overall objective is to intentionally work on the culture of the workplace in order to create a space for all to perform at a level that meets and exceeds expectations.

### **Principles of Management MSS (Course Number: 919W)** **This is a MSS core management learning course.**

This course is designed to give employees the essential management and leadership skills to inspire and influence their people to achieve team goals. Today's managers need to both manage and lead effectively. In this course, employees will learn the difference between managing and leading, the common characteristics good team leaders share, the five essential leadership qualities and how applying ethics to team leadership is a must.

### **Wednesday, September 22**

#### **Communicating Non-Defensively (Course Number: 501W)**

Have you ever expressed an opinion that led others to become defensive or hostile, even though you did not mean it personally- Many people have reasons for believing they're being attacked? Defensive behavior can lead to hurt feelings, arguments and hostilities and often affects a variety of relationships. The defensiveness chain that is created impairs communication and reduces productivity. This course covers five essential skills that promote a productive work environment.

### **Thursday, September 23**

#### **Unpacking Bias (Course Number: 0123W)**

Designed for all employees, this course will not only help participants examine the components of their workplace that impact the culture, but also strive to deconstruct them as a means of improving the culture. Bias is a general term that may be defined as prejudice, partiality, partisanship, favoritism, unfairness, etc. The overall objective is to intentionally work on the culture of the workplace in order to create a space for all to perform at a level that meets and exceeds expectations.

### **Managing Up for Virtual Team Success (Course Number: 412W)**

Open to all employees, this session is focused on understanding the expectations of managers and necessary support systems needed to provide operational and functional support to our direct reports. In an effort to inspire individuals and teams while working in both virtual/non-virtual environments, this course will provide insightful tips for using a proactive approach to understanding your manager's priorities and critical needs.

### **Coaching Sessions for MSS and Lead Employees (12 pm Session: Course Number: 525W)**

The Coaching Sessions provide an hour-long engagement opportunity for managers to receive critical engagement around areas of potential growth while also supporting peers through the learning and sharing process.

### **Friday, September 24**

#### **Grants Management: 101 (Course Number: 600W)**

**This is a City University training course.**

Grants Management 101 provides an overview of the grant's management lifecycle and the scope of the grant-receiving and grantmaking processes for District government agencies. The course is designed for professionals who are new to grants management or seasoned professionals who require a refresher course on grants management in the District. This includes professionals with backgrounds in accounting, technology systems, program management, and all relevant areas of public service.

### **Monday, September 27**

#### **Inspiring the Inner You! The Four Agreements (Course Number: 417W)**

In this course, participants will gain a deeper understanding of Don Miguel Ruiz's "The Four Agreements" and how to apply the specific principles to both professional and personal development. Participants will engage in an interactive dialogue around the ways in which greater integration of the principles can enhance one's performance and mindset.

### **Reasonable Suspicion Training (Course Number: 909W)**

This course provides an overview of the District's Drug Free Workplace Program, to include drug and alcohol education, the DCHR Drug and Alcohol Policy, and instruction in making reasonable suspicion determinations. The course will outline what supervisors need to know and what to look for and what to do if someone seems to be under the influence. This training is mandatory pursuant to the provision outlined in Chapter 4: Suitability.

### **Tuesday, September 28**

#### **Quality Customer Care (Course Number: 302W)**

High-quality customer service is critical for every organization. This course provides the framework for outstanding customer service techniques and best practices. Employees will learn different methodologies and acquire tools and tips to ensure that customers are impressed with the efficiency and timeliness of the service they receive and the level of professionalism with which District government employees provides service. Employees will learn about attitudes and perceptions and will take a realistic look at the day-to-day workplace.

#### **How to Manage Conflict Effectively (Course Number: 94W)**

Open to all employees, this course will focus on the common definitions of conflict within the workplace. Participants will engage in discussions around the ways in which conflict can be avoided while also gaining techniques in managing conflict in order to maximize organizational and team effectiveness.

### **Wednesday, September 29**

#### **MBTI Understanding Your Personality Type (Course Number: 403W)**

This course will provide a fundamental understanding of the various preferences displayed through the Myers-Briggs Type Personality Instrument. Come and learn more about the various personality types and various tools that introduce the assessment.

## **Moving into Management 2.0: Management Ready? (Course Number: 733)**

Are You Cut Out for Management? You've been offered a promotion to manager or perhaps considering taking this new career path. Are you ready? Everyone called to manage does not have the qualities it takes to be an effective manager or may find out after the fact they no longer enjoy serving in a management role. This course will help you conduct a self-assessment that can prevent you from becoming an "accidental manager". This is a must-attend by those who are pursuing a management role. Participants will learn how to conduct a skill self-assessment and how to handle becoming the boss of your peers.

**Thursday, September 30**

## **Communicating Non-Defensively (Course Number: 501W)**

Have you ever expressed an opinion that led others to become defensive or hostile, even though you did not mean it personally- Many people have reasons for believing they're being attacked? Defensive behavior can lead to hurt feelings, arguments and hostilities and often affects a variety of relationships. The defensiveness chain that is created impairs communication and reduces productivity. This course covers five essential skills that promote a productive work environment.

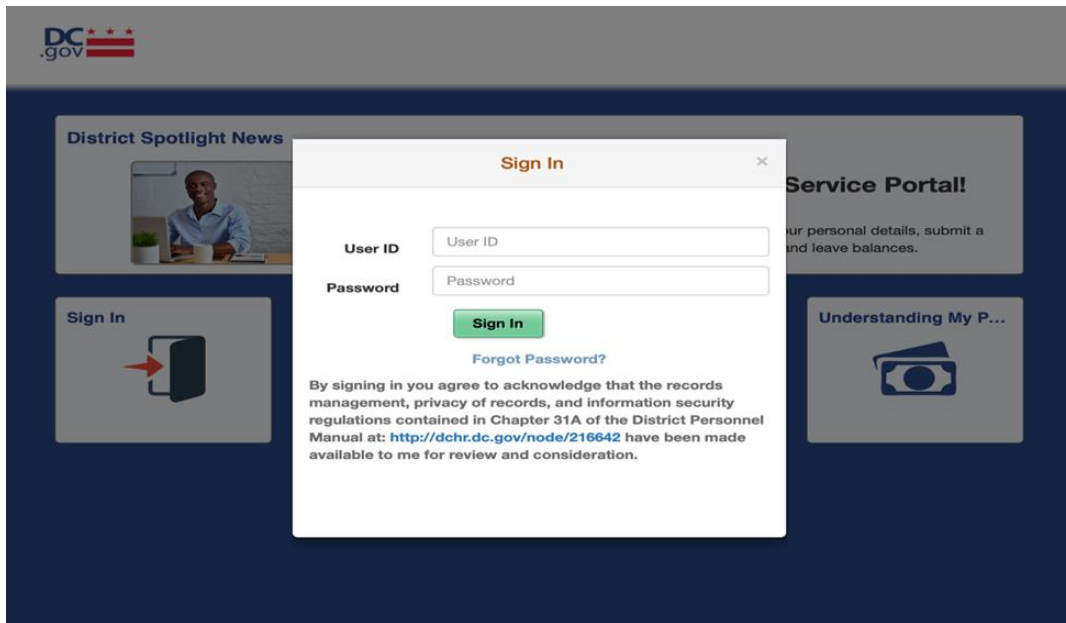
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This course will feature ten best practice strategies for building strong and successful virtual communication and engagement within any organization. Current collaboration and technology tools will also be discussed allowing attendees to have an opportunity to share those current forms of communication that have helped increase engagement and maintain teamwork.

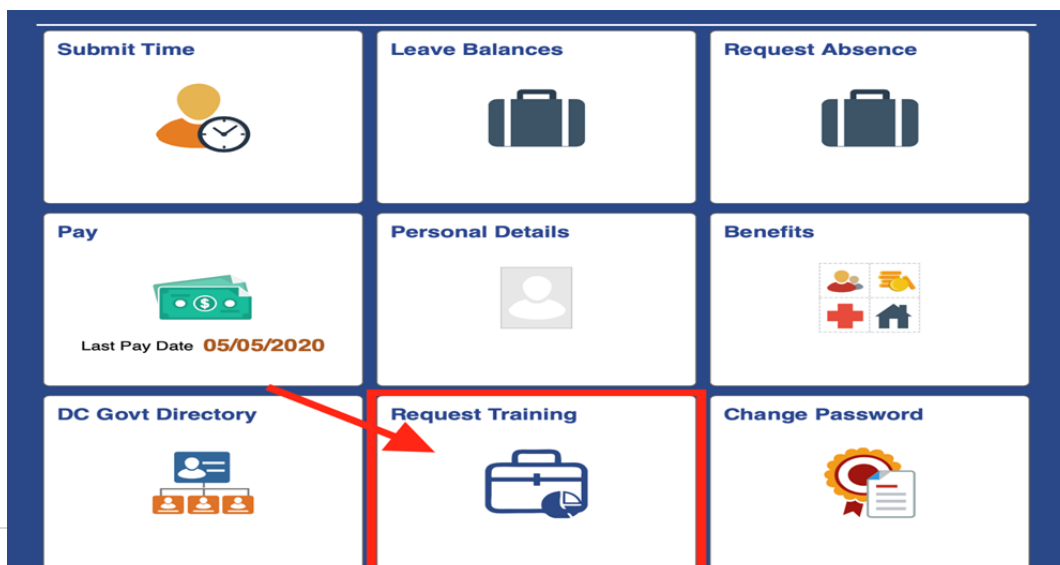
## Peoplesoft's Training Registration Guide

### QUESTION: HOW DO I ACCESS TRAINING COURSES?

**Step 1:** Log into Peoplesoft's ESS portal utilizing your dc.gov credentials. **\*If you've forgotten your password, please select "Forgot Password" to receive an autogenerated password.**



**Step 2:** Select "**Request Training**" from the landing page. Training can be found by navigation to Navigator→ Self Service→ Learning and Development→ Request→ Training Enrollment



**Step3:** There are several course **Search** options to choose from.

- **Course Name**
- **Course Number**
- **Location and Date**

#### **My Available Courses**

[My Mandatory Courses](#)

[Questionnaires, Materials and Surveys](#)

Please choose one of the search methods below to find a course session.

[Search by Course Name](#)  
[Search by Course Number](#)  
[Search by Location](#)  
[Search by Date](#)  
[CLD Course Catalog](#)

[Advanced Course Search](#)  
[Access Skillport Online Courses](#)  
  
[Career Management Tracks](#)  
[Core Competency Development](#)

**Go To** [Self Service](#)  
[Learning and Development](#)  
[Training Summary](#)

**Step 4:** If searching by **Course Name**, type in the title of the training in the search bar. Click “**Search.**” If searching by course number, select **Search by Course Number** and type in the course number. Click “**Search.**”

#### [Request Training Enrollment](#)

##### **Course Search**

Enter a full or partial course name and select the Search button to get a list of matching courses. Leave the course name blank to get a list of all courses.

Course Name	<input type="text"/>	<input type="button" value="Search"/>
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##### **Course Details**

Description	Course Detail	Course Number	Session Availability
KV Office 365		0001	No Sessions Available
Telecommuting [Online Course]		002W	<a href="#">View Online</a>
Ethics for DC Employees-Online		003W	<a href="#">View Online</a>
LGBT Cultural CompetencyOnline		004W	<a href="#">View Online</a>
HIV Awareness		005W	No Sessions Available
Paid Family Leave		006W	<a href="#">View Online</a>
Comp & Class Online Training		007W	<a href="#">View Online</a>
ACA Reporting in PeopleSoft		010W	<a href="#">View Online</a>